

# Electronic Visit Verification (EVV) Waiver Participant Informational Session

Kentucky Cabinet for Health and Family Services (CHFS)

Department of Medicaid Services (DMS)

August 24, 2020

# Agenda

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- ❖ Overview of EVV
- ❖ Services Included
- ❖ Benefits of EVV
- ❖ Current vs. New Time Sheets
- ❖ Look at Tellus EVV
- ❖ Frequently Asked Questions
- ❖ Questions and Answer Session

# What is EVV and Why Use It?

- ❖ Electronic Visit Verification (EVV) is an electronic system providers use to let Medicaid know they delivered the services you are supposed to receive. We call it EVV.
- ❖ Providers will use an app on a tablet or smartphone to document their visit
- ❖ Use of EVV is required by the 21<sup>st</sup> Century Cures Act for services where you receive help with ADLs and IADLs

# What is EVV and Why Use It?

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- ❖ Provider agencies in Kentucky can use Tellus EVV or choose their own system.
- ❖ The agency you submit timesheets to today will decide if you will use Tellus or another EVV application.
- ❖ Check with the agency to see what EVV system they plan to use.

# What Does EVV Document?

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Type of  
Service

Date of  
Service

Time Service  
Begins and  
Ends

Location of  
Service

Individual  
Receiving  
Service

Individual  
Providing  
Service

# What EVV Does Not Do

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- ❖ EVV will not:

- ❖ Track you or your caregivers/family members providing your care.
- ❖ Gather data from the smart device it is installed on.
- ❖ Be used to find ways to reduce the services you receive.
- ❖ Limit your services within the community.

# Waiver / Services Included

The following services are required to use EVV:

Acquired Brain Injury
Companion (Traditional and PDS)
Personal Care (Traditional and PDS)
Respite* (Traditional and PDS)

Acquired Brain Injury Long Term Care
Community Living Supports (Traditional and PDS)
Respite* (Traditional and PDS)

\*EVV applies to Respite providing in-home or in the community.

Supports for Community Living
Personal Assistance (Traditional and PDS)
Respite* (Traditional and PDS)

Michelle P. Waiver
Attendant Care (Traditional and PDS)
Community Living Supports (Traditional and PDS)
Homemaker (Traditional and PDS)
Personal Care (Traditional and PDS)
Respite* (Traditional and PDS)

Home and Community Based
Attendant Care
Home and Community Supports
Non-Specialized Respite* (Traditional and PDS)
Specialized Respite

# Benefits of EVV

## Waiver Participants

- ❖ Better health outcomes
- ❖ Better assurance of receiving services
- ❖ Ownership of care
- ❖ Flexibility for appointments and services

## Participant Directed Services (PDS)

## Employees

- ❖ More efficient timesheet processing
- ❖ Ensures timesheet accuracy
- ❖ Decreases timesheet errors
- ❖ Makes documentation easier

## Providers

- ❖ Paperless billing
- ❖ Better insight into direct service provider activity
- ❖ Enhances documentation
- ❖ HIPAA compliant messaging
- ❖ More efficient billing

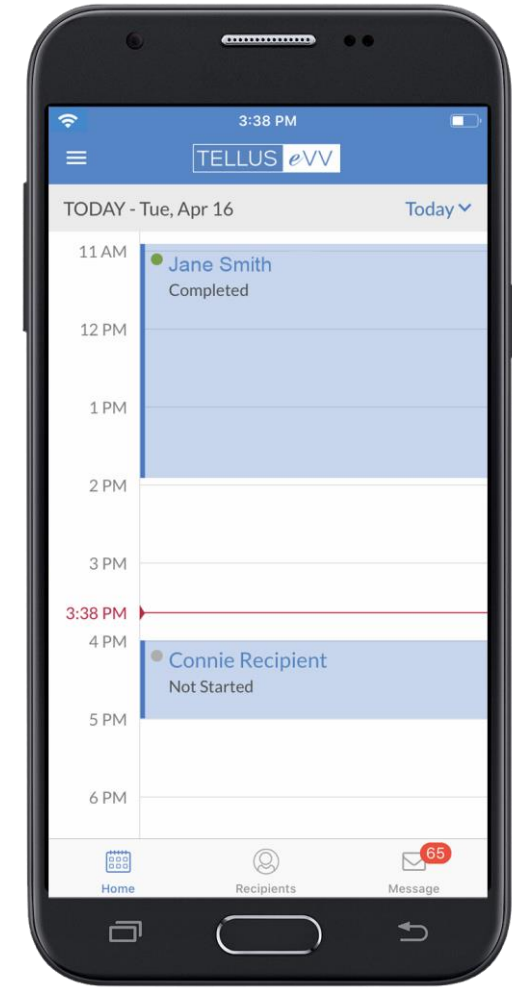


# Introduction to Tellus



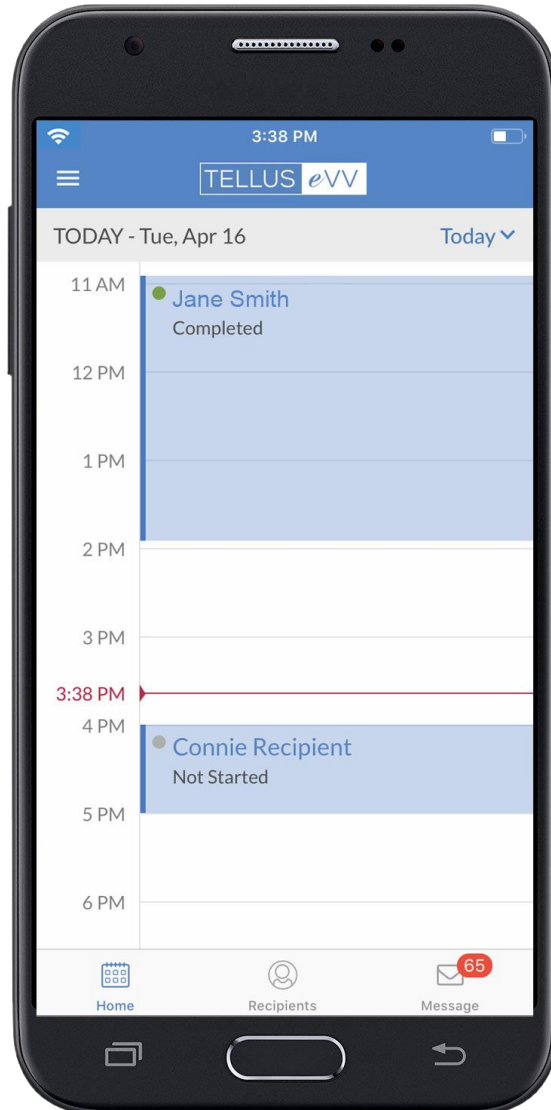
# Tellus EVV Mobile Application

- ❖ Works on mobile devices, which are smartphones and tablets
- ❖ Download from Google Play or Apple Store
- ❖ Offline mode allows visits to be completed when cell data or Wi-Fi is not available
- ❖ Location snapshot is captured at start of visit and again at end of a visit. Location information is not captured outside these times.

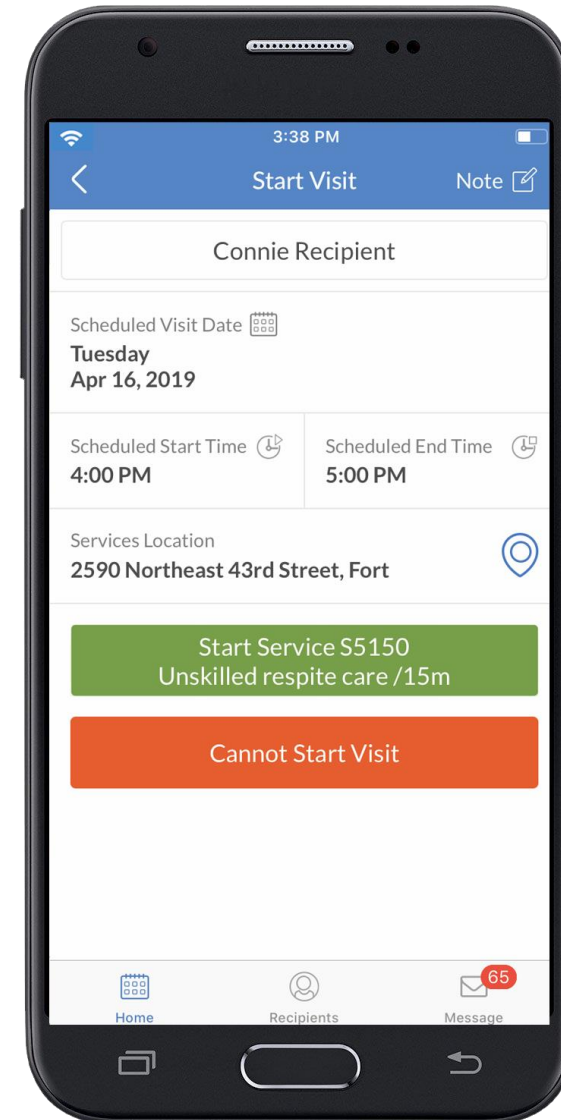


# Mobile Application

## Calendar



## Check In



# Mobile Application

Check  
Off

3:39 PM

Visit

Scheduled Visit Date: Tuesday Apr 16, 2019

Actual Start Time: 3:38 PM

Scheduled Start Time: 4:00 PM

Scheduled End Time: 5:00 PM

Service S5150  
Unskilled respite care /15m

cleaning ☒

cooking ☒

All Services Complete, End Visit

Home Recipients Message 65

Check  
Out

3:39 PM

Signature

Connie Recipient

Service S5150 Completed

Service Unskilled respite care /15m Completed

cleaning Completed

cooking Completed

Signer confirms that the above services were rendered on Tuesday, April 16, 2019 from 3:38 PM - 3:39 PM EDT

Recipient

Recipient

Caregiver

Clear Signatures Complete Visit

Home Recipients Message 65

Confirm

3:40 PM

TELLUS eVV

TODAY - Tue, Apr 16

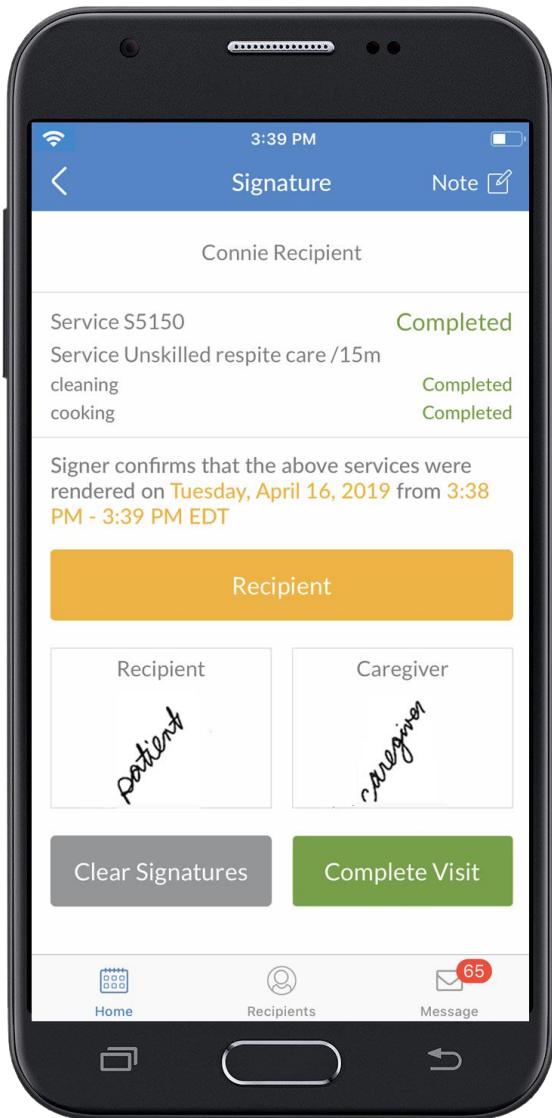
Visit complete and successfully verified.

OK

Connie Recipient Completed

Home Recipients Message 65

# Mobile Verification



Signer confirms that the above services were rendered on **Tuesday, April 16, 2019** from **3:38 PM - 3:39 PM EDT**

Recipient

Recipient

*Recipient*

Caregiver

*Caregiver*

Clear Signatures

Complete Visit

# Frequently Asked Questions

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- ❖ How will waiver participants who have disabilities that prevent them from using a smartphone or tablet use the Tellus EVV App?
  - ❖ Waiver participants only use the Tellus EVV application to capture a signature confirming their services were provided according to what the service provider reports. If a participant is unable to sign, their legal representative can sign on their behalf or the reason the participant cannot sign will be captured or noted.

# Frequently Asked Questions

- ❖ Will you know everywhere I went with my provider?
  - ❖ EVV does not track an individual's movements. EVV will record a snapshot of the location where a provider starts a visit and again where it ends, as required by the 21<sup>st</sup> Century Cures Act. Your provider is already required to document where they provide your services.
- ❖ Will the way my PDS employees get paid be different?
  - ❖ No.
- ❖ How will Tellus know what services a waiver participant is authorized to receive?
  - ❖ This information is imported in the system.



# EVV Milestone Dates

Activity	Date
EVV Project Start Date	04/06/2020
Provider Training Begins	10/1/2020
All Providers Must Submit Claims Through Tellus EVV Portal	01/01/2021



# EVV Resources

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DMS EVV Webpage:

<https://chfs.ky.gov/agencies/dms/dca/Pages/evv.aspx>

Tellus Website:

<https://4tellus.com/>

Tellus Integrations Email:

[Integrations@4tellus.com](mailto:Integrations@4tellus.com)

21 Century Cures Act:

<https://www.congress.gov/bill/114th-congress/house-bill/34/text>



# Thank you!

Kentucky Cabinet for Health and Family Services (CHFS)  
Department of Medicaid Services (DMS)  
Tellus